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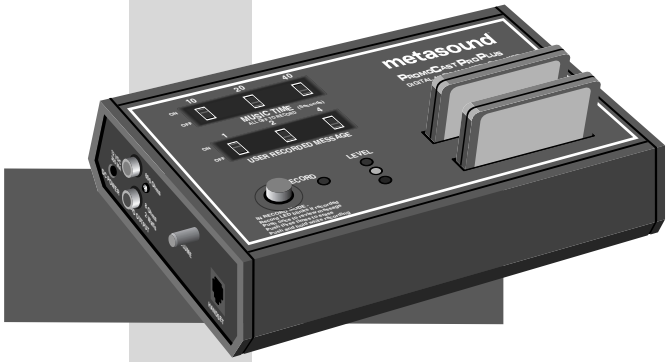
PROMOCAST PRO USER'S MANUAL



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Important safety instructions

Before installing or using your *PromoCast Pro*, read these safety instructions. For your own safety and that of your equipment, always take the following precautions:

- ❑ Read and understand all instructions.
- ❑ Follow any warnings and instructions marked on the product.
- ❑ Keep your *PromoCast Pro* away from all liquids.
- ❑ Do not remove the memory modules while the announcer has power.
- ❑ Do not plug the *PromoCast Pro* into a digital line.

SAVE THESE INSTRUCTIONS

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OVERVIEW OF THE *PROMOCAST PRO*

The *PromoCast Pro* allows you to broadcast licensed music and custom promotional messages at a critical Point-of-Purchase, while your customers are on-hold.

The *PromoCast Pro* includes two (2) plug-in Memory Modules, one for music and the other for your custom promotional messages. In addition to the professionally recorded promotional messages, you can also record a 30-second user recorded message in your own voice. Optional modules are available with expanded memory capacity to add more promotional messages and music. You can also use an External Music Module to connect to an external source of licensed music.

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INSTALLING THE *PROMOCAST PRO*

As you unpack the *PromoCast Pro* make sure you have the following components before installing:

- ❑ One *PromoCast* audio announcer
- ❑ One Voice Memory Module
- ❑ One Music Memory Module
- ❑ One 12 VDC power supply
- ❑ One 6-foot audio cable with RCA plugs
- ❑ One *PromoCast Pro* User's Manual
- ❑ One telephone handset with cable (optional)
- ❑ Wall mount brackets (optional)

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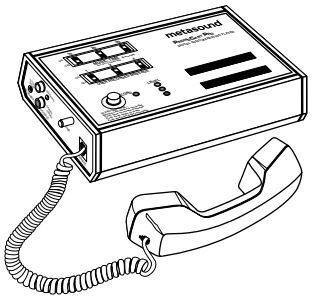
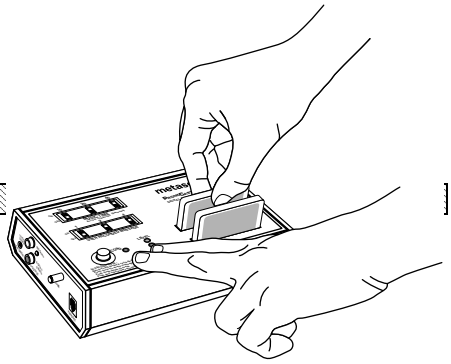
To install the *PromoCast Pro*:

1. Connect the telephone handset to the jack labeled HANDSET on the side of the *PromoCast Pro*. (If included)



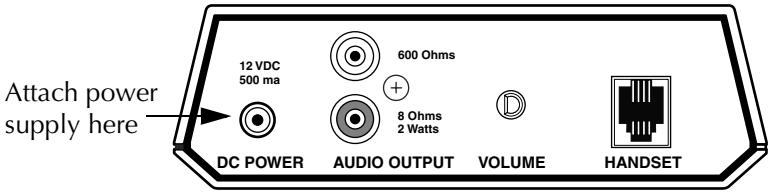
2. Insert the Memory Modules into the module slots on the *PromoCast Pro* and press gently until the modules are firmly inserted.



! CAUTION

Be sure to plug the Voice Module into the Voice Memory Module slot and the Music Module into the Music Memory Module slot. If you plug the module into the wrong slot, the announcer does not work properly. Never plug the modules into the announcer with the power on.

3. Plug the power cord into the jack marked DC POWER on the *PromoCast Pro*.



Important: Be sure the music and voice modules are in the proper slots securely before you connect the power. Do not remove and reinsert the modules while the *PromoCast Pro* has power.

4. Plug the power supply into an AC outlet.
5. Turn volume control down completely. (counter clockwise)
6. Connect one end of the audio cable to the telephone system's (PBX or KSU) *music-on-hold* (MOH) port.

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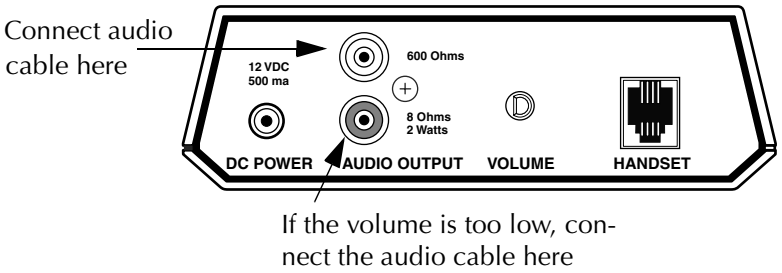
7. Depending on the input impedance of your phone system, connect the other end of the audio cable to either the 600 Ohm output or the 8 Ohm output.



If you do not know the input impedance of your phone system MOH port, try the 600 Ohm output first.

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USING THE *PROMOCAST PRO*

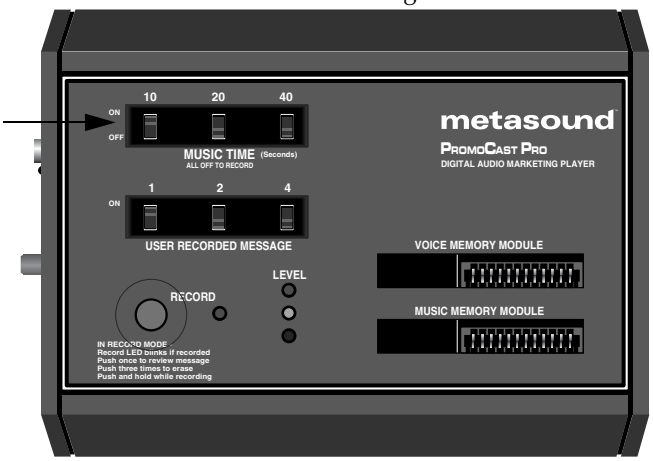
The *PromoCast Pro* is preset so that you can use it immediately after installation. If you wish, you can customize some features of the *PromoCast*, such as the music duration. The following sections describe how to customize the *PromoCast Pro*.

Setting the music duration

Callers hear music (from the Music Memory Module) between the recorded voice promotional messages. Typically, the music duration is set to 20 sec-

onds. This isn't necessarily the default setting from the factory for the *PromoCast Pro*. Use the Music Time switches to change the music duration.

Use these switches to set the music duration



The following table lists the various Music Time switch settings. You can change these switch settings at any time.

	Music Time Switch Position		
Music Duration (in seconds)	**10**	**20**	**40**
10	Up (On)	Down (Off)	Down (Off)
20	Down (Off)	Up (On)	Down (Off)
30	Up (On)	Up (On)	Down (Off)
40	Down (Off)	Down (Off)	Up (On)
50	Up (On)	Down (Off)	Up (On)
60	Down (Off)	Up (On)	Up (On)
70	Up (On)	Up (On)	Up (On)

! CAUTION

Don't set all Music Time switches to the Down (Off) position. Your audio promotional messages might not operate properly.

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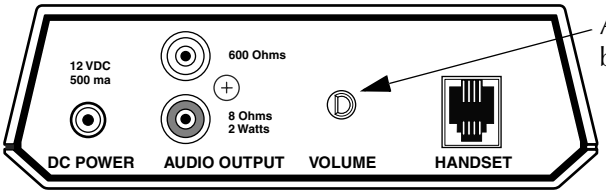
Setting the volume for the *PromoCast Pro*

Adjust the output volume to a satisfactory level by calling into the telephone system and having someone place you on hold.



If the output is still not satisfactory, switch to the 8 Ohm output, check the output volume again and adjust as necessary.

Note: The volume control only controls the level that the listener hears on-hold. The volume control does not affect the telephone handset volume.

Changing music or recorded voice promotional messages

Music and/or voice promotional messages can be updated by plugging new Music and/or Voice Memory Modules into the appropriate slots on the *PromoCast Pro* when the announcer is **off**.

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CREATING YOUR PERSONALIZED USER RECORDED MESSAGE

You can create your own personalized *user recorded message* (URM) in-addition to the music and professionally recorded promotional messages delivered with your announcer. Using the URM switches on the front panel, you can determine how often your callers hear your personalized promotional message.

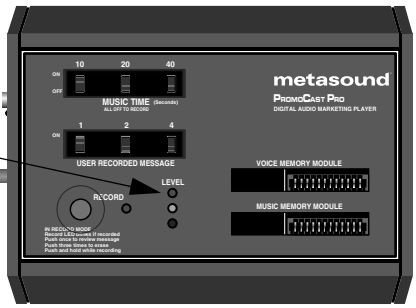
Recording your URM for the first time

If you have a Voice Memory Module 1.8, 2.8 or 4.8, skip to "Recording your URM for the first time using a Voice Module x.8" on page 17.

A recording that is too loud can cause distortion. On the other hand, if a recording is too soft, your callers might not hear it. When recording your URM, watch the green and amber lights on the Level indicator. For best results, use your normal tone of voice and try to keep the green and amber lights blinking. If only the green light blinks, move the handset closer to your mouth. If the red light is on most of the time, move the handset away

from your mouth. An occasional peak into the red light is acceptable. Practice a few times before you make a final recording.

Use the record level indicators when recording your URM



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TO RECORD YOUR URM

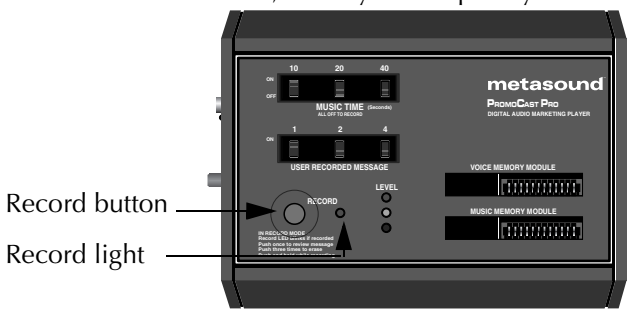
1. Slide all Music Time switches into the off position. This step puts the *PromoCast Pro* into record mode.

   Notes:

   - ❑ You can't record over an existing URM; you must first erase the existing URM before recording a new URM. To erase the URM, press the red record button three times in rapid succession. The record light, located to the right of the record button, blinks rapidly until the URM is erased. If the URM is already erased, the record light won't blink.
   - ❑ You can record a 30 second URM with Voice Memory Modules VM 1.1, 2.1, and 4.1. You can't record a URM with Voice Memory Modules VM 1.0, 2.0, or 4.0.

2. Hold the handset close to your mouth and press and hold the record button.
3. Begin speaking into the handset when the red record light turns on.

4. Release the record button, when you complete your URM.

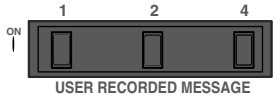


To hear what you've recorded, press and release the record button one time. If you aren't satisfied with your URM, erase it and record again as described in step 1. When you are satisfied with your URM, reset the Music Time switches back to the desired music length. See "Setting the music duration" on page 7. The *PromoCast Pro* begins to play your production.

Setting the URM frequency

Once you've personalized your music/message mix you can choose the best time to play the URM in the cycle. You can set whether the URM is played after each professionally recorded promotional message, after every *n*th professionally recorded promotional message, or not at all. The URM switches on the front of your announcer allow you to determine how many

professionally recorded promotional messages play before users hear your URM.



For example, by placing the 1 and 4 switch in the down position and the 2 switch in the up position, the URM cycles in the following manner:

Music
Professionally recorded promotional message
Music
Professionally recorded promotional message
Music
URM

The following table lists the switch settings for the number of times a professionally recorded promotional message is to be played before playing the URM. You can change these switch settings at any time.

Professional promotional messages between URM	User Message Frequency Switch Position		
	1	**2**	**4**
1	Up (On)	Down (Off)	Down (Off)
2	Down (Off)	Up (On)	Down (Off)
3	Up (On)	Up (On)	Down (Off)
4	Down (Off)	Down (Off)	Up (On)
5	Up (On)	Down (Off)	Up (On)
6	Down (Off)	Up (On)	Up (On)
7	Up (On)	Up (On)	Up (On)

Note: If you don't want the URM to be played, set all User Message Frequency switches to their Down (Off) position.

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Recording your URM for the first time using a Voice Module *x*.8

Each of the VM *x*.8 modules allows for up to eight user recorded messages. The VM 1.8 module allows each message to be up to 20 seconds long; the VM 2.8 module allows each message to be up to 40 seconds long; and the VM 4.8 module allows each message to be up to 80 seconds long. Each message can be erased and programmed separately from one another. The messages are numbered #0 to #7, with the first message being #0. The VM *x*.8 modules come with 8 complimentary messages prerecorded. If you want to record new messages you must first erase the recorded message.

TO RECORD YOUR URM USING AN *X*.8

1. Slide all Music Time switches to the off position. This step puts the *PromoCast Pro* into record mode.
2. Select the message position you want to record or erase by setting the User Recorded Message switches.

	User Recorded Message Switch Position		
Message #	Switch 1	Switch 2	Switch 3
Message 0	Off	Off	Off
Message 1	On	Off	Off

Message 2	Off	On	Off
Message 3	On	On	Off
Message 4	Off	Off	On
Message 5	On	Off	On
Message 6	Off	On	On
Message 7	On	On	On

3. Erase any existing recording by pressing the red record button three times in rapid succession. The record light, located to the right of the record button, blinks rapidly until the URM is erased.
4. Hold the handset close to your mouth and press and hold the record button.
5. When the red light turns on, begin speaking into the handset.
6. When you have completed your message, release the record button.
7. Press and release the record button once to hear your recording.
8. Repeat steps 1-7 for all message slots that you wish to change.

If you aren't satisfied with your URM, erase it and record again as described in step 3. When you are satisfied with your URM, reset the Music Time switches back to the desired music length. (See “Setting the music duration” on page 7. Your *PromoCast Pro* begins playing your production.

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TROUBLESHOOTING

Use the following tips to help resolve some of the most common problems.

Problem	Possible Solution
The *PromoCast Pro* does not play music or promotional messages	◆ Be sure the *PromoCast Pro* is receiving power by unplugging and replugging the power pack from the wall outlet.
	◆ Check the memory modules to ensure they are in the correct slots and are inserted all the way.
I can hear music and the promotional message in the handset but callers on hold can't hear the promotional message.	◆ Check the volume control. See "Setting the volume for the PromoCast Pro" on page 10.

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	◆ Ensure the audio cable is plugged in correctly from the *PromoCast Pro* to the telephone system. See step 7 on page 5. If the audio cable is connected to the 600 Ohm port, switch the audio cable to the 8 Ohm port on the *PromoCast Pro*.
	◆ Check telephone system. Ensure the MOH port is active. See the telephone system's users manual. ◆ Check the volume control on the main phone system.
Music is heard but no promotional message.	The voice memory module might not be inserted all the way, or is blank. With the power off, remove and reinsert the voice module.
Promotional messages are heard but no music	The music memory module might not be inserted all the way, or is blank. With the power off, remove and reinsert the music module.
User Recorded Message (URM) has a lot of static or is hard to understand	Erase the URM and rerecord. The volume of your voice might of been too loud when initially recording the URM. Make sure the red light does not stay lit very long when recording your URM. For more information on the Record indicator lights, see "Recording your URM for the first time" on page 11.

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User Recorded Message (URM) is too soft	Erase and rerecord your URM. The volume of your voice might of been too soft when recording the initial URM. Make sure the red light does not stay lit very long when recording your URM. For more information on the Record indicator lights, see “Recording your URM for the first time” on page 11.
I can’t record a User Recorded Message (URM).	◆ Voice module type is not compatible. VM 1.0, 2.0 or 4.0 do not support URMs.
	◆ The previously recorded message is still present. Erase the message by pressing and releasing the red record button 3 times.
	◆ Handset cable not connected properly. Try removing and reattaching the handset.

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Technical Support

If after following the above tips the announcer still does not perform as expected, contact Technical Support.

MetaSound technicians are available Monday through Friday between 6:00 A.M. and 6:00 P.M. Pacific Time. You can also contact MetaSound Technical Support by sending a fax or an e-mail.

Technical Support:(888) 324-5033

Technical Support fax:(408) 363-6015

E-mail:support@metasound.com

Web Page:www.metasound.com

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FCC PART 15 COMPLIANCE

The *PromoCast Pro* has been tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this instruction manual, can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at the user's expense.

CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY METASOUND COULD VOID THE USER'S AUTHORITY TO OPERATE THIS EQUIPMENT.

FCC PART 68 COMPLIANCE

The *PromoCast Pro* modem complies with FCC Rules, Part 68. On this equipment is a label which contains, among other information, the FCC Part 68 registration number.

REN

The ringer equivalence number (REN) is used to determine the quality of devices which may be connected to the telephone line. Excessive RENs on

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the telephone line might result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

NOTE: RENs are associated with loop-start and ground-start ports. It is not used for E&M and digital ports. The REN number for this device appears on a label on the product. If requested, this information must be given to the telephone company.

SERVICE

In the event of equipment malfunction, all repairs should be performed by MetaSound or an authorized agent. It is the responsibility of users requiring service to report the need for service to MetaSound or to one of our authorized agents. Service can be facilitated through our office at:

MetaSound Systems, Inc.
185 Martinvale Lane
San Jose, CA 95119-1319

telephone (888) 324-5033

The telephone company can ask you to disconnect the equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

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DISRUPTION OF THE NETWORK

If the *PromoCast Pro* modem disrupts the telephone network, the telephone company can discontinue your service temporarily. If possible, the telephone company will notify you in advance. If advance notice is not practical, they will notify you as soon as possible. You are also informed of your right to file a complaint with the FCC.

TELEPHONE COMPANY FACILITY CHANGES

The telephone company can make changes in its facilities, equipment, operations, or procedures that can affect the operation of your equipment. If they do, you should be notified in advance so you have an opportunity to maintain uninterrupted telephone service.

ELECTRICAL SAFETY ADVISORY

While the *PromoCast Pro* modem is fully compliant with FCC rules and regulations, it is recommended that an alternating current (AC) surge arrestor of the form and capability suitable for the model purchased be installed in the AC outlet to which the MetaSound products are connected. Consult with your distributor as to the surge protector requirements for your equipment.

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